

LED dimmers can be tricky to install due to polarity issues with most LED fixtures. These issues can usually be solved with some simple troubleshooting techniques described below. If you have any questions, don't hesitate to give us a call at 1-888-824-5316 or send us an e-mail at support@DecksDirect.com.

1. Check the transformer

First things first, let's determine that this is a dimmer issue and not a light/transformer problem. The simplest way to do this is to plug the lighting directly into the transformer. Keep in mind that most LED lights are polarity sensitive, so you may need to swap the connecting leads if the lights don't illuminate. If your lights light up, proceed to the next step.



2. Swap "out" leads

Start by swapping the leads on the "out" side of the dimmer (the "out" leads are the wires connecting to your lights). Using the buttons on the dimmer unit (not the remote), test the dimmer. If this does not fix the problem, proceed to next step.



3. Swap both "in" and "out" leads

Swap the "out" leads again as well as the "in" leads ("in" leads are the wires commenting to your transformer). Using the buttons on the dimmer unit (not the remote), test the dimmer. If this does not fix the problem, proceed to next step.



4. Swap "out" leads

Once again, swap the leads on the "out" side of the dimmer (the "out" leads are the wires connecting to your lights). Using the buttons on the dimmer unit (not the remote), test the dimmer. If this does not fix the problem, you may have a defective dimmer. See below for warranty information.

No-Hassle Returns

If you'd like to return a defective dimmer, we've made the return process easy. We offer a complete refund or equal exchange within one year of purchase. In a hurry? You can expedite an exchange by placing and paying for a new order, then return unwanted items for a refund.

Returning a Dimmer

Please do not send items back without first receiving a Return Merchandise Authorization (RMA). You must first either submit an online [Return Request Form](#), email Support@DecksDirect.com with your order number and the list of items you wish to return, or call 1-888-824-5316 to make your request over the phone. If your items are eligible for return, you will then receive an email with your RMA number, along with instructions on how to proceed.

Please read our [Terms of Return](#) before returning your items to us. If you are unsure if your items can be returned, please call us at 1-888-824-5316 or email Support@DecksDirect.com.

We cannot accept returns more than one year after your order was placed. If your dimmer is found to be defective after a year since purchase, please refer to the [manufacturer's warranty](#).